

Jag Singh

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Experience

Microsoft

Support Engineer, XBOX Refunds | Remote

March 2020—Present

- Analyze customer data for financial troubleshooting, refund eligibility and fraud prevention.
- Automate data parsing to accelerate bulk cases closure, reduce customer wait time and increase customer satisfaction.
- Create prototyping tools tutorials and train colleagues in the Python programming language.

Microsoft

Product Advisor | Redmond, WA | Bellevue, WA

May 2018—Present

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow the sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

Projects

[MIT Course View Count Analysis](#)

Collected, cleaned, and visualized YouTube MIT course view count data.

Technologies: Python, pandas, matplotlib, YouTube Data API, Data Analysis, Data Visualization

[Cryptocurrency Lottery](#)

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

Technologies: Python, Blockchain API, Cryptography, Object-Oriented Programming

Education

Bachelor of Arts in Communications | University of Washington

2014–2017

- Coursework included advanced public speaking and a concentration in mathematics.

Skills

Programming Languages: Python (numpy, pandas, matplotlib, scipy, sympy)

Database Management: SQL

Markup & Web: LaTeX, HTML, CSS

Productivity: Microsoft Office 365, Apple iWork, Google G Suite

Languages: English, Punjabi